

IN THE UNITED STATES
PATENT AND TRADEMARK OFFICE

APPLICANTS: Mark C. Pace & Thomas W. Cook
APPLICATION NO.: 09/782,677
FILING DATE: February 12, 2001
TITLE: AUTOMATED SERVICE SCHEDULING SYSTEM BASED ON CUSTOMER VALUE
EXAMINER: Jonathan G. Sterrett
GROUP ART UNIT: 3623
ATTY. DKT. NO.: 19538-05784

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Dated: December 3, 2009 By: /Robert A. Hulse/
Robert A. Hulse, Reg. No. 48,473

COMMISSIONER FOR PATENTS
P.O. BOX 1450
ALEXANDRIA, VA 22313-1450

AMENDMENT E

Sir:

In response to the Office Action mailed, June 9, 2009, please amend the above-referenced application as indicated in the following pages.